

Effective Date: 2 November 2016

Name of Service: Singtel Wholesale SIP Trunking Service. *Refer to www.singtel.com.*

Description: Revision of Wholesale SIP Trunking Service Scheme

Prices (including discounts):

SIP Trunking, SIP Trunking with Bundled Access, SIP-to-SIP Auto-Failover with Bundled Access and SIP-to-SIP Auto-Failover without Bundled Access

- a. The minimum subscription for SIP Trunking, SIP Trunking with Bundled Access, SIP-to-SIP Auto-Failover with Bundled Access and SIP-to-SIP Auto-Failover without Bundled Access is 100 concurrent calls.
- b. Caller Number Display (**CND**) will be waived for SIP Trunking, SIP Trunking with Bundled Access, SIP-to-SIP Auto-Failover with Bundled Access and SIP-to-SIP Auto-Failover without Bundled Access.

DDI (Telephone Number)

- a. Introduction of a new scheme, Option B, to subscribe to DDI on a per number basis.

Option A (current scheme charged in blocks of 10 numbers)		Option B (new scheme charged per individual number)		
MRC	OTC	Numbers per Trunk	MRC	OTC
\$10	\$85	1 – 499	\$2.50	\$10 per new number activation request (standard activation)
		500 – 999	\$2.00	
		≥ 1,000	\$1.80	

- b. For the avoidance of doubt, Option B will not replace Option A; it is intended for customers who wish to activate DDI on a per number basis.
- c. Other OTC:
 - i. Activation charges (for option A and B):
 - Standard (5 working days) – prevailing OTC
 - Express (3 working days) – two (2) times the prevailing OTC
 - Super Express (1 working day) – three (3) times the prevailing OTC
 - ii. Service deactivation:

- For option A: \$50 per block of 10 numbers, capped at \$100 request
 - For option B: \$5 per number
- iii. Service re-activation:
- For option A: \$50 per block of 10 numbers, capped at \$100 per request
 - For option B: \$5 per number
 - Numbers must complete a quarantine period of three (3) months before re-activation
- iv. Special number charges: in the event that the customer chooses a special number (e.g. golden number), the prevailing OTC for such special numbers will apply.
- d. A volume discount of 10% off the activation OTC for Options A and B shall apply subject to a minimum order of at least 100 DDI subscriptions per SIP trunk in a single order.
- e. The minimum contract term for Option B is three (3) months (the same as Option A).
- f. Regardless of whether the number is subscribed under Option A or Option B, the minimum ratio of DDI numbers to SIP concurrent calls is 1:1, and the maximum ratio of DDI numbers to SIP concurrent calls is 15:1.

Number Portability

- a. OTC: \$20 per number
- b. The Number Portability charge shall apply where the wholesale customer requests (on behalf of the End User) to port-in a number(s) on a wholesale SIP Trunk, from another service provider or from an existing Singtel telephony service.
- c. Numbers ported-in to wholesale SIP Trunk are not available for re-activation requests.

Term discount

- a. The following term discount shall apply to all SIP Trunk services (including value added services) with the exception of the DDI (Telephone Number) number service.

	2-year	3-year	4-year	5-year	> 5-year
Current Scheme	5%	10%	10%	10%	10%
New Scheme	5%	10%	10%	15%	20%

All other prices, terms and conditions of the Singtel wholesale SIP Trunking service shall remain applicable.

Suspension and Termination Provisions:

refer to www.singtel.com

Eligibility:

Wholesale customers.